

### **What is the Spina Bifida Health Care Program?**

The Spina Bifida Health Care Program is a federal health benefit program administered by the Department of Veterans Affairs for Vietnam veterans' birth children who have been diagnosed with spina bifida (except spina bifida occulta). We are a fee for service (indemnity plan) program that provides reimbursement for medical services and supplies related to spina bifida and conditions associated with spina bifida.

### **Is preauthorization required for services?**

Preauthorization is required for the following services:

- dental services,
- durable medical equipment (in excess of \$300),
- mental health services,
- organ transplants,
- substance abuse treatment,
- training of family members,
- travel (other than mileage for local travel),
- hospice.

### **When is preauthorization required for travel?**

Travel to a physician in the local commuting area (generally less than 50 miles from the patient's home) does not require preauthorization. If you recommend that the patient be examined/treated by a specialist that is not in your local area (someone who is in another part of the State or country), preauthorization must be obtained. The request for preauthorization should include your recommendation for evaluation, an explanation of why the service cannot be performed by a specialist in the local area, and the name and address of the physician to whom you are referring the patient.

### **How is preauthorization requested?**

Requests may be made by fax, 303-331-7807 or in writing to the VA Health Administration Center, P.O. Box 65025, Denver, CO 80206-9025. If the preauthorization relates to a medical service or supply, the medical provider should submit the request.

### **Do I need approvals for referrals to specialists or for diagnostic tests?**

No.

### **What kind of case management and utilization review is performed?**

Claims are reviewed to determine whether the medical care provided is related to spina bifida. Medical documentation may be requested for this determination. Clinical reviews also include review of mental health/substance abuse services; physical, occupational, and speech therapy; home health care; hospice; inpatient skilled nursing services; and rehabilitation. The notes from the medical provider/caregiver should accompany these claims.

### **Is there a contract or agreement that I must sign to accept/participate in the Spina Bifida Health Care Program?**

No, the Spina Bifida Health Care Program does not have contract providers. You must be properly licensed in your state to receive payment and not be on the Medicare exclusion list.

### **Do I have to accept the Spina Bifida Health Care Program allowable rate?**

Yes, under 38 CFR 17.903(c), providers must accept the Spina Bifida Health Care Program allowable rate and cannot balance bill the patient.

### **How do I get a claim paid?**

Send the claim form (HCFA 1500 or UB-92) to P.O. Box 65025, Denver, CO 80206-9025. This is the ONLY address for the Spina Bifida Health Care Program. Do not use the address that you have for TRICARE. And remember, the Spina Bifida Health Care Program is exclusive payer for spina bifida and related conditions.

### **How much does the Spina Bifida Health Care Program pay for services?**


The Spina Bifida Health Care Program allowable charge is based on Department of Defense TRICARE rates (in most cases, equivalent to Medicare rates). There are no co-pays or deductible for beneficiaries. We pay 100% of the allowable charge.

## How quickly does the Spina Bifida Health Care Program pay claims?

Normally, 95 percent of claims for services are paid within 30 days of receipt.

## How do I know someone is enrolled in the Spina Bifida Health Care Program?

Every Spina Bifida Health Care Program beneficiary will have an identification card that looks similar to this one (some have a blue card, some a green card, and the logo may be the one on this sample or may be slightly different. Blue cards show a toll free 800 number, green cards (which are more current) show a toll free 888 number. **Either card is valid!**

 Department of Veterans Affairs Health Administration Center <b>Spina Bifida</b> PO Box 65025, Denver CO 80206-9025		
Name		
A-Card Number		
Note: include A-Card Number on all claims and correspondence		
Effective Date	Expiration Date	<b>Assistance</b> 1-888-820-1756

## How do I get more information?

- Check our website at [WWW.VA.GOV/HAC](http://WWW.VA.GOV/HAC), select Spina Bifida
- Write us at P.O. Box 65025, Denver, CO 80206-9025
- E-mail us at [SPINA.INQ@MED.VA.GOV](mailto:SPINA.INQ@MED.VA.GOV)
- Call 1-888-820-1756, Monday-Friday from 10:00 AM -1:30 PM and 2:30 PM - 4:30 PM Eastern Time.